

**Clarifying Question to Question 16, Section INMATE TELEPHONE
QUESTIONS & ANSWERS**

16. All inmate telephone vendors offer some version of called party prepaid calling solution. With this type of account, there are fees associated with funding of accounts, account setup, refund processing, and dormant account fees, etc. Some fees are charged by the vendor and others are charged through a third party agent or subcontractor. Regardless, the amounts can be significant. Does the DOC require disclosure of all such fees in order to ensure that the state is able to evaluate the total cost to the consumer?

Answer: Yes, all fees to inmates and recipients must be disclosed.

Clarification: Please confirm that Vermont requires disclosure of fees charged by third party agents or subcontractors as well as fees charged by the bidder.

Answer: CONFIRMED: All fees to inmates and recipients must be disclosed.